

IN THE CLAIMS:

1. (currently amended) A network spanning heterogeneous call center controller for use with a circuit-switched private branch exchange and a packet-switched private branch exchange, the network spanning heterogeneous call center controller comprising:

a circuit-switched private branch exchange interface to communicate with the circuit-switched private branch exchange;

a packet-switched private branch exchange interface to communicate with the packet-switched private branch exchange; and

a processor communicatively coupled to the circuit-switched private branch exchange interface and to the packet-switched private branch exchange interface; and

a network manager interface communicatively coupled to and responsive to the processor.

2. (currently amended) The network spanning heterogeneous call center controller of claim 1, wherein the circuit-switched private branch exchange interface sends circuit-switched instruction messages to the circuit-switched private branch exchange and wherein the packet-switched private branch exchange sends packet-switched instruction messages to the packet-switched private branch exchange.

3. (original) The network spanning heterogeneous call center controller of claim 2, wherein the circuit-switched instruction messages include a message to transfer a circuit-switched call to a selected agent terminal.

4. (original) The network spanning heterogeneous call center controller of claim 3, wherein the agent terminal is coupled to the circuit-switched private branch exchange.

5. (original) The network spanning heterogeneous call center controller of claim 3, wherein the packet-switched instruction messages include a message to transfer a voice over internet protocol call to an internet enabled agent terminal.

6. (original) The network spanning heterogeneous call center controller of claim 5, wherein the internet enabled agent terminal is connected to the packet-switched private branch exchange.

7. (original) The network spanning heterogeneous call center controller of claim 2, wherein the circuit-switched instruction messages includes a message to place a circuit-switched call in a call queue.

8. (original) The network spanning heterogeneous call center controller of claim 2, wherein the circuit-switched instruction messages includes a message to apply a telephony resource to a circuit-switched call.

9. (original) The network spanning heterogeneous call center controller of claim 8, wherein the telephony resource comprises a message to apply music on hold call treatment.

10: (original) The network spanning heterogeneous call center controller of claim 3, wherein the circuit-switched call is a circuit switched voice call transmitted over the public switched telephone network.

5 11. (currently amended) The network spanning heterogeneous call center controller of claim 1, wherein the packet-switched private branch exchange supports Internet Protocol telephony. ~~further comprising a network manager interface, the network manager interface responsive to the processor.~~

10 12. (currently amended) The network spanning heterogeneous call center controller of claim 14, further comprising a network manager console coupled to and responsive to the network manager interface.

15 13. (currently amended) The network spanning heterogeneous call center controller of claim 14, further comprising a peripheral interface, the peripheral interface coupled to the circuit-switched private branch exchange interface, the packet-switched private branch exchange interface, and to the processor.

20 14. (original) The network spanning heterogeneous call center controller of claim 13, further comprising a memory, the memory coupled to the processor via a bus, the memory containing a plurality of network spanning heterogeneous command and control instructions.

15. (original) The network spanning heterogeneous call center controller of claim 13, further comprising a database, the database containing a plurality of call records created for a plurality of calls serviced by network spanning heterogeneous call center controller.

5 16. (original) The network spanning heterogeneous call center controller of claim 15, wherein a first set of the data records are created for a first set of agents, and a second set of the data records are created for a second set of agents.

10 17. (original) The network spanning heterogeneous call center controller of claim 16, wherein the first set of data records contain a data entry indicating service for a first company and the second set of data records contain a data entry indicating service for a second company.

15 18. (original) The network spanning heterogeneous call center controller of claim 15, wherein the database is communicatively coupled to the processor.

19-28 (cancelled)

20 29. (original) A network spanning heterogeneous call center controller comprising:
a public switched telephone network input;
an internet connection input;
a switching element responsive to the public switched telephone network input;
an internet protocol interface responsive to the internet connection input;
a telephony resource module connectable to the switching element;

a processor, the processor coupled to a data bus, the data bus coupled to the internet protocol interface and the switching element;

a first set of agent output channels responsive to the switching element, the first set of agent output channels directed to communicate with circuit switched agent terminals; and

5 a second set of agent output channels responsive to the internet protocol interface, the second set of agent output channels directed to communicate with internet enabled agent terminals.

30. (original) The network spanning heterogeneous call center controller of claim 29,
10 further comprising a data resources module to provide selected data resources via the internet protocol interface.

31. (original) The network spanning heterogeneous call center controller of claim 29,
further comprising a domain conversion module, the domain conversion module to convert
15 between internet protocol traffic and circuit switched voice traffic, the domain conversion module responsive to the internet protocol interface.

32. (currently amended) A network spanning heterogeneous call center comprising:

a circuit-switched private branch exchange;

a packet-switched private branch exchange;

a network spanning heterogeneous call center controller;

5 a first control path connecting the circuit switched private branch exchange and the network spanning heterogeneous call center controller;

a second control path connecting the packet-switched private branch exchange and the network spanning heterogeneous call center controller; and

a network, the network responsive to the circuit-switched private branch exchange, to the
10 packet-switched private branch exchange, and to the network spanning heterogeneous call center
controller, the network having a plurality of output communication channels for connection to a
plurality of agent terminals;

a voice channel between the circuit-switched private branch exchange and the network;

a control channel between the network spanning heterogeneous call center controller and
15 the network; and

a voice and data channel between the packet-switched private branch exchange and the
network.

33-37. (cancelled)

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38. (new) The network spanning heterogeneous call center of claim 32, wherein the
network spanning heterogeneous call center controller sends circuit-switched instruction
messages to the circuit-switched private branch exchange and the network spanning

heterogeneous call center controller sends packet-switched instruction messages to the packet-switched private branch exchange.

39. (new) The network spanning heterogeneous call center of claim 38, wherein the
5 circuit-switched instruction messages include a message to transfer a circuit-switched call to a selected agent terminal.

40. (new) The network spanning heterogeneous call center of claim 39, wherein the agent
terminal is coupled to the circuit-switched private branch exchange via the network.

10 41. (new) The network spanning heterogeneous call center of claim 39, wherein the packet-switched instruction messages include a message to transfer a voice over internet protocol call to an internet enabled agent terminal.

15 42. (new) The network spanning heterogeneous call center of claim 41, wherein the internet enabled agent terminal is connected to the packet-switched private branch exchange via the network.

20 43. (new) The network spanning heterogeneous call center of claim 38, wherein the circuit-switched instruction messages includes a message to place a circuit-switched call in a call queue.

44. (new) The network spanning heterogeneous call center of claim 38, wherein the circuit-switched instruction messages includes a message to apply a telephony resource to a circuit-switched call.

5 45. (new) The network spanning heterogeneous call center of claim 44, wherein the telephony resource comprises a message to apply music on hold call treatment.

46. (new) The network spanning heterogeneous call center of claim 39, wherein the circuit-switched call is a circuit-switched voice call transmitted over the public switched
10 telephone network.

47. (new) The network spanning heterogeneous call center of claim 32, wherein the packet-switched private branch exchange supports Internet Protocol telephony.

15 48. (new) The network spanning heterogeneous call center of claim 32, further comprising a network manager console coupled to and responsive to the network spanning heterogeneous call center controller.